

# Sharing Lessons Learned within DOE

Prepared by the  
Society for Effective Lessons Learned Sharing

## Sharing Lessons Learned: Helping to Look to the Future

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- Scope:
  - Overview - DOE Lessons Learned Program
  - Available Resources, Tools, References
  - Utilization of Lessons Learned Information; Benefits
  - Society for Effective Lessons Learned Sharing

## What is a Lesson Learned?

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- What is a Lesson Learned?
  - A “good work practice” or innovative approach that is captured and shared to promote repeat applications
  - An adverse work practice or experience that is captured and shared to avoid a recurrence

## Why Document Lessons Learned?

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- To share information across the DOE complex
- Adopt successful practices = \$\$
- Avoid repeating mistakes
- Incorporate into daily activities: people gone = knowledge lost

## What is the DOE Lessons Learned Program?

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- Objectives:
  - Facilitate continuous and systematic information sharing and learning
  - Open lines of communication across the DOE complex
  - Broaden the scope of Lessons Learned beyond accidents and injuries
- YOU!!
  - Sharing your experiences with others
  - Utilizing the experiences of others
- DOE-wide partnership between contractors, subcontractors, field offices, operations offices, headquarters

## Available References

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- DOE Lessons Learned Technical Standard
  - (DOE-STD-7501-95)
  - Basic framework for consistency in developing and implementing Lessons Learned programs across the DOE complex
  - Based on best management practices; not a mandated standard
- DOE Lessons Learned Handbook
  - (DOE-HDBK-7502-95)
  - Provides “how-to” information for development of Lessons Learned programs and utilization of information

## Information Sharing Tools

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- **DOE Lessons Learned Web Site**
  - Gateway to lessons learned information
    - DOE activities, contractor activities
    - Other government agencies and private companies, i.e., NASA, Consumer Product Safety Commission
  - Search Capabilities:
    - User-specified searches based on key words, topics, time periods
  - On-going efforts to increase information availability
  - Fact Sheets available with additional information
  - URL: <http://www.tis.eh.doe.gov/others/ll/ll.html>

## Information Sharing Tools

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- **Lessons Learned List Service**
  - Internet e-mail system used to disseminate lessons learned information across the DOE complex
  - Provides for rapid dissemination and sharing
  - Restricted to the Department of Energy community
  - Utilizes common format defined in **Lessons Learned Standard**
  - Fully implemented; currently over 300 subscribers
  - Fact Sheet available with additional information

## Utilization of Lessons Learned Information

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- Dissemination and utilization of lessons learned information essential
  - Different approaches to meet needs of diverse users
  - Consider both short-term and long-term utilization
- Examples: staff meetings, safety meetings, e-mail messages, newsletters, bulletin board postings, project planning, readiness reviews
- Incorporation in employee training programs
  - Use as examples in existing training programs
  - Incorporate into General Employee Training
  - Identification of need for new training program
  - Provides long-term application of what was learned

## Benefits of Sharing Lessons Learned

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- Identification of potential problems that were avoided:
  - Sandia National Laboratory: Underground corrosion led to collapse of meteorological tower
    - Westinghouse Savannah River and Idaho National Engineering Laboratory avoided similar incidents
  - Increased attention and information following multiple fall-protection related incidents
  - Fires from gas can explosions in truck bed liners
- Sharing of efficiency improvements
  - Alternative disposal method for anti-contamination clothing
  - Use of equivalency training methods
  - Waste management project recommendations for sampling

## Society for Effective Lessons Learned Sharing

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- Goal: To promote the process of identifying, sharing, and utilizing lessons learned to improve the safety, efficiency, and effectiveness of all DOE work processes
- Participants from across the DOE complex
- Provides forum for sharing approaches to development of Lessons Learned Programs
- Develop common approaches for similar initiatives; seek out existing processes both within and outside the DOE complex
- Open to participation from across the DOE complex

## Questions, Comments, Want to Become Involved?

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